

Frequently asked questions on Lackland AFB housing

How do I contact the Housing Office?

You may contact the Lackland AFB Housing Office by calling DSN 473-1840, commercial (210) 671-1840, by mail at 2525 Fairchild St, Lackland AFB, TX 78236, or by email to the 37 CES/CEH Mailbox at: 37ces.cehmailbox@lackland.af.mil.

How long is the wait for family housing?

Waiting times vary depending on your bedroom, grade category of housing and area of preference you are willing to accept housing in. Please contact the housing office for more specific waiting times.

What waiting list will I be placed on?

You will be placed on the waiting list appropriate for your grade and bedroom entitlement. For example if you are an E-5, married with 2 children, you will be placed on the JNCO 3 bedroom waiting list.

Who is eligible to apply for family housing?

All members of the military service who are commissioned officers, warrant officers, and enlisted personnel on active duty and eligible for BAH at the with-dependent rate (except military-to-military), accompanied by dependents (or will be within 30 days) and are permanently assigned to Lackland AFB are eligible for family housing.

How do I apply for family housing?

If you are PCSing to Lackland AFB, you may submit an advanced housing application from your losing installation housing office. If you do not submit an application prior to your PCS arrival to Lackland AFB, you may stop by the housing office and submit an application for housing; however, your application date will be as a "walk-in" status of the date you applied.

What additional information should be submitted with my family housing application?

You will need to attach a copy of your PCS orders assigning you to Lackland AFB. If you are pending the birth of a child, please attach a physician's statement verifying the estimated delivery date of your new dependent. If you are gaining a dependent by other means, i.e., adoption, please submit a court order for the adoption of your new dependent. Pending marriage, submit a copy of the marriage certificate.

How do I know that the Housing Office has received my family housing application?

A DD Form 1747, Status of Availability of Housing, will be mailed to you within 2 days of receipt of your housing application.

How can I view my progress on the waiting list?

You can view the progress of your position on the Lackland housing waiting list by visiting the [Air Force Housing Townhall](#) web site. Once you enter the site, you will click on ACES-HM Waiting List Position under the Housing Database index along the left side of the web page. The next screen will be USAF Portal, Family Housing, where you will select the base you will be assigned (Lackland) and then enter your social security number and press submit. Your name, waiting list position and bedroom/category of the waiting list you are on will come up on the screen.

Where do I go to find out about housing once I permanently arrive at this base?

New arrivals should stop by the housing office, Bldg 1526, located on Fairchild and Truemper St. Our office hours are Mon, Tues, Thurs, and Fri - 0800-1600, Wed 0800-1430 and we are closed on all federal holidays and weekends.

Will the government pay for my move on base?

Yes, if you reside off base after PCSing to the installation and offered housing on base, the housing office will process your move orders to have your households packed and delivered to your on base residence at government expense. Local moves from community housing to government-controlled or leased housing are paid on a one-time basis after PCS.

Can we be assigned housing on a priority basis due to medical issues or being reassigned to this area due to humanitarian reasons?

Members can submit a priority-housing request upon arrival to the installation with supporting documentation. If your request is based on a medical hardship, you will need to submit a letter from the attending physician concerning the medical requirement to justify the priority housing assignment. The housing office will staff the request through appropriate channels for coordination and recommendation prior

to the final decision being made.

How do I request specific housing modifications to accommodate a dependents medical condition?

Depending on the physical disability of the dependent, there are limitations on what modifications can be done to accommodate the disability. Most homes on Lackland are over 50 years old and limit us on what modifications can be done. You may submit a request with justification for the modification to the housing office. The housing office will submit a work order to the housing maintenance contractor to accomplish once the request is validated and determined the modifications can be accommodated.

I will be getting married in the near future and currently have no dependents. Can my name be placed on the family housing waiting list prior to the event?

You may submit an application for housing 30 days prior to the pending marriage. You will be asked to provide a written statement of your intent to marry with date of the event along with your application. Please keep in mind you will not receive a housing assignment until proof of marriage is provided to the housing office.

Does an increase in rank or an increase in number of dependents mean I have to change to a new waiting list?

You may elect to remain on the current list provided the event has not taken place. For example: If you are a TSgt with a line number for MSgt, you can elect to stay on the JNCO list versus transferring to the SNCO list due to longer waiting times for SNCO housing. However, keep in mind the housing rules now allow a member to change to their new waiting list for promotion, demotion, loss or gain of a dependent and maintain the same effective date of their current application.

I am a single, pregnant service member, with no dependents, when can I place my name on the family housing waiting list?

You may apply for housing 30 days prior to expected delivery date of your baby; however, you will not be assigned housing until authorized with-dependent BAH. Provide a doctor's statement as supporting documentation to certify pregnancy and the anticipated delivery date, along with a copy of your PCS orders that assigned you to Lackland, when submitting your housing application.

Can my name be on the family housing waiting list if I am in a lease on the local economy?

Yes, you may submit your housing application and remain on the list while in a lease off base. If you are still in a lease when your name reaches the top of the list, you will be bypassed without penalty. You will be asked to contact the housing office as you near the end of your lease to determine if housing will become available. The housing office will provide you the time to give your landlord a 30-days notice of intent to vacate when housing becomes available.

How many offers can I refuse without going off the waiting list?

You may refuse or turn down the first offer without penalty; however, if you decline the second house offered, you will be removed from the waiting list. You may reapply for housing after 90 days.

Can my name be "bumped" on the waiting list?

Yes, you may be bumped on the waiting list for a few different reasons: a member, who is approved for a hardship assignment (i.e., medical, financial) to housing, a member who is assigned to a designated or Key & Mission Essential position. Members who are within the top 10 percent of their appropriate waiting list is in the protected freeze zone. These members are protected from being bumped by other advanced applications to include those members who had served a dependents restricted tour just prior to being assigned to Lackland. Members are placed on the waiting list as follows: Effective date of application, Grade, Date of Rank (DOR), Length of service, Date of birth (used for tiebreakers).

Can another person act on my behalf concerning housing issues?

Yes, if you are unable to report to the housing office due to circumstances beyond your control or due to a medical condition that limits your visit, you have give a special power of attorney to your spouse or your sponsor to assist you in your housing concerns.

I am on the family housing waiting list and will be on lease or TDY. What are my options?

You have a couple of options available. You would be allowed to fulfill your lease commitment off base and be bypassed without penalty. If you go TDY while on the waiting list, you should notify the housing office and provide information regarding the length of TDY. If you desire to have your spouse accept quarters on your behalf, your spouse will require a special power of attorney to do so. The other option is for you to submit a copy of your TDY orders requesting a bypass until you return from your TDY. If you chose this option, you

will be required to report back to the housing office upon return from TDY to notify us of your availability for housing.

May I apply for fewer bedrooms than my entitlement?

Yes, you may elect to one bedroom less than what you are entitled to and then once you are assigned housing, you can reapply for the bedroom entitlement based on the number of dependents. The relocation to the larger unit will be at your own expense.

Does the government stop my BAH the date I accept an offer of a government housing?

Your BAH, housing allowance, is stopped the day you physically sign for keys, not when the offer is made.

I submitted an advance housing application. At what point am I eligible to be offered family housing on this base?

When you physically PCS to the Lackland AFB, you will need to report to the housing office to complete the in-processing and complete a housing preference form to state which housing areas you prefer to reside in. Once a house becomes available in your preference area and you are next to be offered on your appropriate waiting list, you can expect to receive an offer.

My dependents will not join me until a later date. When am I eligible to obtain family housing on this base?

You can accept housing when your dependents are within 30 days of arrival to Lackland AFB.

If my family moves into family housing can we move to economy quarters at a later date?

Yes, you would be allowed to move off base provided you have fulfilled your 12-month residency on base. The move will be at your own expense.

Will I be able to leave my family in housing when I leave PCS for my child/children to complete a school term?

Installation Commanders (or designated representative) can authorize retention of your assigned housing unit to allow your child/children to complete a school term if withdrawing your dependent child would lose credit if he/she was required to withdraw or transfer due to PCS orders.

My household goods will not fit in family housing, can some be stored?

Yes, we can store items that are excess to your needs with exception to flammables and hazardous materials, weapons, perishables, agricultural products, and vehicles while you occupy your on-base housing unit. You will need to submit a request for the non-temp storage requirement, along with an itemized inventory of storage items, within 30 days after your assignment to housing. If you move out of housing due to personal reasons, your non-temp storage requirement will be cancelled and delivered to your new residence.

Can I apply for only certain types of housing on this base?

Yes, upon arrival to Lackland, stop by the housing office to in-process and complete a housing preference form to state what housing areas you are willing to reside in.

How can I get a copy of the Housing Brochure before I arrive?

Our housing brochure is currently under revision for publication. We have had so many changes to the current brochure so it would not be beneficial to send it to you. We can email a copy of the draft brochure for you to review until it is published. You may send an email to the Housing email box at:

37ces.cehmailbox@lackland.af.mil

What other information might I need to know prior to applying for family housing?

At Lackland AFB, in addition to the government housing, we also have 420 privatized housing for our enlisted families. The privatized housing units are rank and bedroom specific. If you are interested in accepting one of these units, you may also identify this as a preference choice when you arrive at Lackland. Lackland is in the process of working the second phase of housing privatization, which will mean the government will divest itself from any future government-owned units. We also have a good rental and sale market in the community.

How do I apply for Frank Tejeda privatized housing?

When you arrive to Lackland AFB, visit the housing office and complete a preference form to indicate what housing areas you will be willing to reside in. The housing staff will be happy to provide you with additional information regarding our privatized housing.

I live in base housing and don't like the housing area and school my child has to attend. How can I apply to move to the new base housing?

Unfortunately, once you are adequately housed in your bedroom and grade category, we cannot allow moves for personal reasons. Our governing AFI policies dictate that members are only allowed to move from one base housing unit to another due to an increase in family size or for promotion that places you into another category of housing (i.e., Junior NCO to Senior NCO housing).

I called the Electric and Water Co., they told me about a letter of credit. What is the credit for?

At Lackland AFB, we have a program in place that waives the utility deposits for electric with the City Public Service and for water with San Antonio Water System (SAWS). You will need to bring in your copy of the lease or purchase agreement (first page which shows your San Antonio address) along with a copy of your PCS orders for Lackland or an LES form once you have a lease or purchase agreement for a residence in San Antonio and have set up service with these companies. The housing staff will assist you in completing the appropriate forms and we will fax it to the companies to waive the utility deposits for electric and water. If for any reason, it was already billed before you visited our office, we will fax the forms for you to receive credit for the utility deposits billed to you.

How can I get a base and San Antonio map?

Stop by the housing office to obtain copies.

When is the waiting list updated?

The waiting list is updated monthly and posted for customer viewing at the front entrance to the housing office NLT the third business day of each month.

Do you have rental and sale listings in the housing office?

Yes, we have a self-help center in the customer area of the housing office. We also have books with listings and photos of rental and sale properties. You may also obtain listings from the Air Force Housing Townhall web site at: <http://www.airforcehousing.dq.af.mil/>

How can I contact the dormitory managers?

If you are assigned to the 37 TRW or 59MDW please call DSN 473-5951. If you are assigned to AIA/Security Hill please call DSN 969-2050.

Who is required to live in the dormitories?

All single and geographically separated Mil to Mil E1 thru E4 are required to live in the dormitories unless they receive permission to move off base from the housing office. For further clarification please contact the housing office.

Who determines when someone is authorized to move off base?

Individuals requesting to move off base are placed on a BAH waiting list. This list is maintained by rank and date of rank order. Being selected to move off base is determined by the occupancy rate.

How big are the rooms?

We have 17 different dormitories at Lackland AFB. The majority of the dorms are the older 2+2 rooms with approximately 144 sq. ft. The newest dormitory, Lackland's first 1+1 has 118 sq. ft. rooms.

Are rooms shared?

No. Everyone assigned to the permanent party dormitories receive their own individual room. You will share the bathroom with the room next door.

My I decorate my room?

If you want to change the paint color of the room you will be required to have an approved AF Form 332 completed first. Keep in mind that you will be required to put the room back to its original state before you may clear your room when moving.

I am married to a military member who will be stationed at another base. Am I required to live in the dormitories?

In accordance to AFI 32-6005 para 2.4.2.4. you would be required to live in the dormitory.

I have my own furniture, can I use it?

It will depend on the type of furniture and how much you would have. The room configurations may limit you

on how much and what type of furniture you can place in your room. The dorm manager can work with you before you are assigned a room. If you have too much or your furniture is too big for the room, the government would store the furniture at government expense until you move off base or PCS.

What is the BAH rate for Lackland AFB?

E1 thru E4 without dependent rate if authorized to live off base receive \$681.00.

What is the Rental Partnership Program (RPP)?

The RPP provides quality apartments located in desirable areas. Apartments have intrusion alarms, access gates or courtesy patrol and the rent cost is below market rate. For more information on this program, please see the [RPP page](#).

Who is eligible to participate in the RPP?

Any military member (except foreign exchange officers) assigned to Lackland, single or married, who is authorized to live off base receiving BAH may participate in this program.

How much is the security deposit?

Under the RPP there is no security deposit, application fee, or credit check. You are automatically approved as a military member assigned to Lackland.

How do I find out about the RPP?

Visit the Lackland Housing Office, Bldg 1526, on Fairchild St. Briefings are provided at 1000 hours every Monday, Tuesday, Thursday and Friday.